

TRIS: A Practitioner's Point of View

TRIS Advisory Board Meeting, June 26, 2009

Youth Advocacy Project

- Staff roles include
 - ▣ Public Defenders (attorneys)
 - ▣ Education Lawyers (attorneys)
 - ▣ Psychologists
 - ▣ Forensic Case Managers
 - ▣ Administration
 - ▣ Community Outreach
 - ▣ Fundraising & Development

Staff Obligations

- Primary obligations
 - ▣ Lawyers to individual clients
 - ▣ Psychologists & FCM to indiv. clients
 - ▣ Community outreach to building institutional relationships
 - ▣ Administration to state agency
 - ▣ Fundraising & Development to Grantors

Practitioner's Point of View

- Multidisciplinary Team (MDT)
 - ▣ Lawyers (public defenders, education attorneys)
 - ▣ Psychologists
 - ▣ FCM
 - All have contact with clients
 - Direct
 - Through family
 - Through collaterals
 - Reviewing records

Overview of Process

- Trying to figure out how to assess our work without over-burdening staff
 - ▣ Meetings with Northeastern-IRJ, database designs
 - ▣ Meetings with Boston office & Worcester office
 - ▣ Shadowing MDT staff
 - ▣ Soliciting ideas and concerns from staff

Potential Concerns

- ❑ Privacy issues
- ❑ Barrier to client rapport
- ❑ System change
- ❑ Legal/ethical concerns
- ❑ “Feeding the machine”-- is the data useful to us as practitioners

TRIS as Case Management

- ❑ Move from “paper and pen” to digital age
 - ❑ Real-time data entry
 - ❑ “Tickler” system to ensure best practices
 - ❑ Facilitate communication between MDT
 - ❑ Ease of access to case files & documents
 - ❑ Time saving features

Clients want & deserve attention

- Effective case management ultimately gives practitioners more time to build relationships with clients thus promoting the single Positive Youth Development domain we have direct control over:
 - a nurturing adult relationship

Helping us become better

- Staff is ready: “digital natives”
- Duty to clients extends to reflection:
 - ▣ What are we actually doing?
 - ▣ Is our practice “working”?
 - ▣ How can we do even more for our clients?